

INFORMATION FOR RESIDENTIAL GUESTS QM

Residential Guest Complaints Procedure

We are committed to providing a high quality service to all our guests. When something goes wrong we would like to hear from you; this will help us improve our standards.

What is a complaint?

We are confident that most issues involving our services will be relatively minor, everyday matters which can be resolved informally and immediately with the person(s) directly concerned. Where a problem is not resolved by informal means or is too serious to be dealt with informally, then a formal procedure is available.

We keep a record of all complaints registered with us as this enables us to identify areas of weaknesses so we can put things right and improve the service provided. All complaints are registered, monitored and reviewed by the relevant Senior Manager.

Our aim is to ensure that:

1. Making a complaint is as straight forward as possible.
2. We deal with complaints promptly, politely and in an appropriate manner.
3. We consider a complaint as any clear expression of dissatisfaction with our service, which requires a response.
4. We take all complaints seriously, whether made in person, by telephone, by letter or by e-mail.
5. We evaluate complaints and use them to continually improve the service we provide.

How can you complain?

If you are unhappy with any aspect of the service we provide then you should, in the first instance, contact the Reception/Helpdesk team in France House who will do everything they can to resolve the issue quickly.

If you don't feel the issue has been resolved by our Reception/Helpdesk team, please e-mail us at: residential-support@qmul.ac.uk

The Residential Support Officer will send you a Complaints Form and ask you to complete the form and return it to Housing Hub on the ground floor of Feilden House.

Formal written complaints must be received within **10 days of the incident occurring or within 10 days of your previous communication with a member of Residential Services and Support staff.**

What should the formal complaint include?

- Your name, building, flat and room number.
- Your contact details e.g. mobile phone number and e-mail address.
- A clear and concise explanation of what you found unsatisfactory and why you feel this is unacceptable.
- Any relevant facts/details regarding the incident.
- A statement of how you feel the situation could be resolved to your satisfaction.

What will happen next?

1. A member of the team will communicate with you to acknowledge your complaint and set out our understanding of the issues you are concerned about. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive an acknowledgement to your complaint within **48 hours** of us receiving it.
2. We will record your complaint in our central register and keep a file of all correspondence.
3. We will then investigate your complaint. A written response will be provided within **five working days**.
4. We may request to meet with you to discuss the complaint.
5. If you are not satisfied with the outcome of your complaint, you will have the opportunity to escalate the issue to a senior manager.

In order to investigate your complaint fully, any member of staff mentioned in the complaint, or who is responsible for a service that you have complained about, will be made aware of the issues you have raised and will be given an opportunity to comment on them.